



*with*  
**HUMAN  
SERVICES**



# Human Services Vision and Mission

## VISION

Human Services strengthens the quality of life of Bloomington citizens by addressing relevant community issues through its expertise, resources, and partnerships.

## MISSION

To assure human services needs are met through the involvement of Bloomington residents.





# Target Populations

- Individuals with disabilities
- Older adults age 50+
- Multicultural individuals and families
- Children, youth and families with low income
- Individuals who are homeless





# Staffing

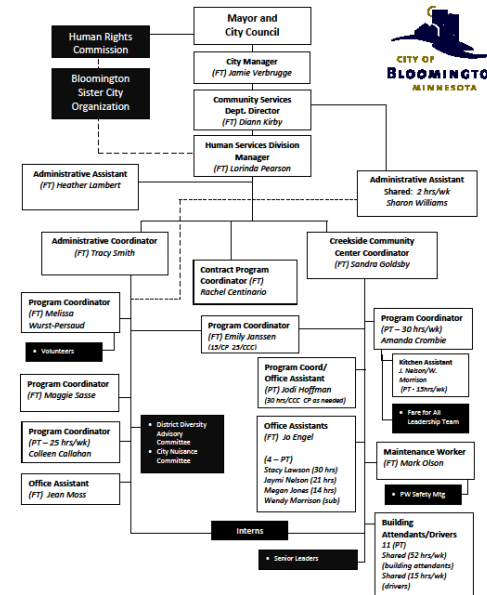
## Full-time

- 1 – Manager
- 1 – Administrative Coordinator
- 1 – Creekside Community Center Coordinator
- 4 - Program Coordinators
- 1 – Administrative Assistant
- 2 – Clerical Support
- 1 – Maintenance Staff

## Part-time

- 3 – Program Coordinators
- 4 – Office Assistants

City of Bloomington Human Services Division Organizational Chart



April 20, 2016



Partner with the community to meet identified needs of families with children of low income, older adults, multicultural communities and individuals with disabilities, and individuals who are homeless.

- 16,000 citizens provided information, referral and support.
- Coordinator assistance:
  - 8:00 a.m. – 4:30 p.m.
  - Monday – Friday
  - Other times by appointment

# Citizen Services





# Meal Program

## Served at Creekside Community Center

16,580 noon meals for older adults

- Monday – Friday
- 11:30 a.m.– 12:30 p.m.

34,354 Loaves & Fishes evening meals

- Monday – Friday 5:30 – 6:30 p.m.





# Food Resources

## 2015 Programs

- 1,119 *Buyers Club* mini-market sales including produce, pasta, nuts, etc.
- 1,916 people, an increase of 49 percent over 2015, were served at *Fare for All*, a collaborative food buying program which enables people to save up to 40 percent on groceries
- 14,300 *Optage Frozen Meals* delivered annually
- 140 people attended *Share in the Feast*, a collaborative holiday meal program, with the faith community







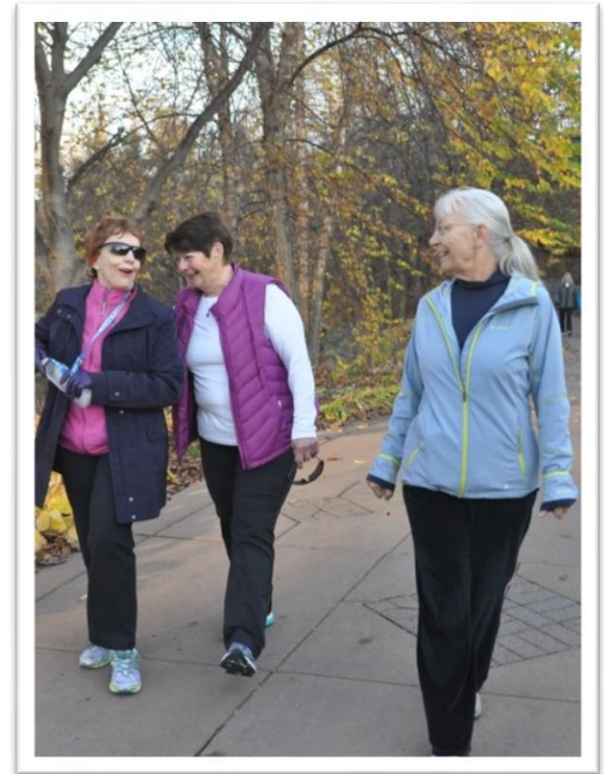
# Programs for Ages 50+

## Highlights

- 81 programs
- 16,400 participants

## Transportation

- 495 one-way trips for older adults and people with disabilities



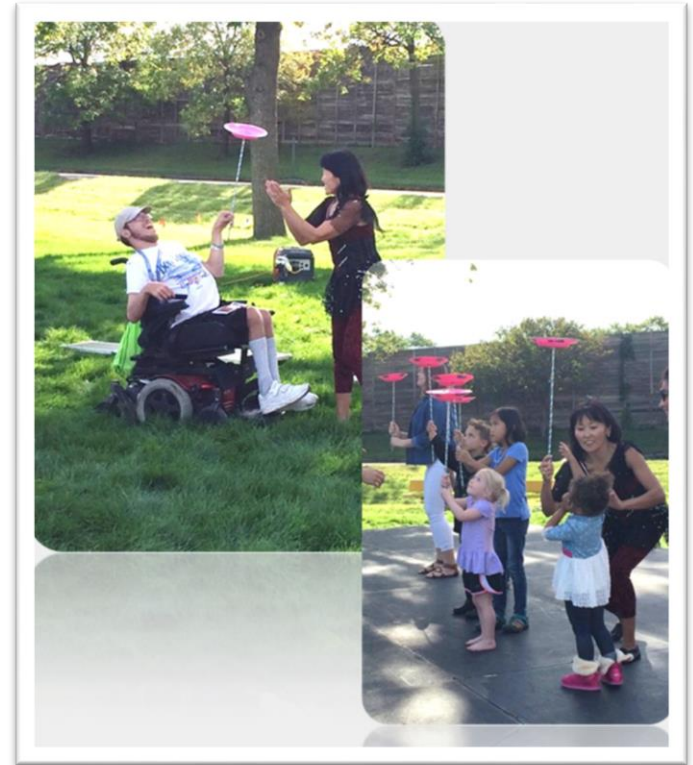




## Programs and Events

- 25 programs
- 8,200 participants
- Activities: Living Well Expo, Kite Day, Older Americans Month, and Veterans Day
- Support Human Rights Commission: Diversity Day, Black History Month, International Day of Peace, and Heritage Days

# Community Programs





# Volunteerism

In 2015, 324 volunteers assisted in the community to provide support for services operated by the Human Services Division

This equates to:

- 31,307 hours total
- \$777,353 value-added service





# Creekside Community Center



**110,000 visitors annually**

Regular business hours

7:30 a.m. – 7:30 p.m. (Monday – Thursday)

7:30 a.m. – 7 p.m. (Friday)

This public facility is available for rental 7 days a week, 24 hours a day to Bloomington citizens.

\$108,700 revenue in 2015.

Services include meeting room spaces, commercial kitchen, notary services, free Wi-Fi, a library and upgraded technology.

Facility houses the Bloomington older adult programs and leases space to local/regional human services agencies.





# Partnerships and Accessibility

## Contractual Partnerships

- Over 60 contract agencies which provide education, human services, food, financial assistance, legal assistance, transportation, older adult services, translation services, and citizen engagement
- Examples: Bridging, Cornerstone, Oasis for Youth, VEAP, Loaves and Fishes, and HomeLine

## Americans with Disabilities Act (ADA)

- Provides oversight to the City on facility and program access
- Provided 22 citizens with information which addressed complaints in regards to accessibility





# Human Rights Commission

Appointed by the City Council to aid and advise in ensuring equal opportunity for all citizens

- 9 members (7 adults and 2 youth)

Action plan categories in 2015

- Cultural competence
- Equality
- Leadership
- Public relations

Mediates human rights complaints

